

NETWORK MANAGER REPORT



JANUARY 2005

SUBMITTED BY Winn McInnis, General Manager

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OVERVIEW

Operations

The start of this year looks very promising given the activities thus far. We have established several new agency partnerships and are excited about the new opportunities to further the eGovernment initiative in Alabama.

Highlights during the month were:

- The header design for version 3 of alabama.gov has been completed. It uses many of the elements of the previous design, but incorporates a new feel. Finalization of the main-page layout is due in the first two- weeks of February. So, development is on track for release in early May.
- The Department of Revenue has begun testing the Income Tax Extensions application. The expectation is that the service will be released in the middle of February for use this in this busy tax season.
- The Alabama Board of Physical Therapy has expressed interest in online license renewal. They have determined that some internal processes must be refined before they can undertake online renewal, but look forward to offering the service in the near future.
- Along with staff from the Department of Conservation and Natural Resources, Alabama Interactive staff presented Point-of-Sale licensing. Several new probate offices expressed interest in the service, while more than half of those present were already service users. This is a significant convenience to the Department and the probate courts, alike.
- By way of follow-up and introduction to new board members, Alabama Interactive staff presented to the Alabama Board for Speech and Language Pathology. The Board members and staff are very excited about online license renewals and plan to present a demonstration of the service at their annual meeting, in March.
- The Department of Conservation and Natural Resources, Marine Resources Division, has requested modifications to the Point-of-Sale licensing system to better accomplish their specific business process requirements. The scope of these changes has been finalized and development has been started.
- The Department of Conservation and Natural Resources has also requested investigation into the possibility of a web-based state parks management system, to include lodge and campsite reservations, fee payment and more.
- The Department of Public Health is on track to partner with Alabama Interactive. The EMS/EMT division has expressed their interest in license renewals, while the Children's Health Insurance Program and Home and Community Health programs have requested merchant services.

- The State Employees Insurance Board has requested information regarding premium payments for an insurance program they provide to persons that are not state employees.
- The Board of Social Work Examiners has begun testing their online renewal service. The service is highly anticipated by the Board and it's constituents for this renewal year.

Marketing

The Alabama eGovernment efficiencies press release has been released to the media. Positive feedback is expected from the media regarding the successes of the initiative.

As part of the alabama.gov version 3.0 development, Alabama Interactive has begun preliminary work on the marketing materials that will be associated with the newest version of the portal. These materials will be distributed to schools, libraries and state agencies and will cover the many uses and features of the alabama.gov portal.

alabama.gov will be featured on the Jubilee Cityfest tickets. This sponsorship also includes the alabama.gov logo in the Montgomery Advertiser Jubilee features, the Jubilee Cityfest website, and the Jubilee Cityfest program.

Montgomery Living Magazine will be working on a full-page advertorial that will run in a coming issue of the magazine. This article will be developed jointly by magazine staff and Alabama Interactive to highlight services offered by alabama.gov.

Development

The Department of Public Health has requested an application to support online premium payments for the Children's Health Insurance Program. This application is currently in the requirements gathering phase.

The Department of Public Safety has requested an investigation into the feasibility of interfacing with their Reinstatement application to provide merchant services capabilities. This project is still in the requirements gathering phase.

The Board of Nursing has asked us to look at two new applications that would allow Alabama nurses to apply for an Advanced Practice license online. This application is still in the requirements gathering phase.

The Department of Industrial Relations has asked if we could create a registration application that would allow their clients to register for seminars online. This application was completed in January and is currently undergoing in-house and agency testing. Production status is expected in early February.

The Department of Finance requested changes to the motor pool reservation application to modify the methodology by which vehicle inventory is tracked. By projecting vehicle inventory for a thirty day period rather than a single day, the application will more accurately predict vehicle availability. They also requested a change to allow users to reserve vans from the application. The changes were completed in December and deployed to production during the first week of January.

The Board of Social Workers has requested an application to support license renewal. The application presentation layer and middle tier began development in December. The application was completed in January and is currently awaiting agency testing and response. Production deployment is expected in February.

The Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The Alabama Department of Environmental Management has requested an application that would allow registration for their "Smoke School" classes online. Because of space constraints the application also gives notice to potential registrants if they are unable to register online due to these limitations. This application was deployed to production on January 28th.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. At the request of DCNR, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types. This application is currently in development.

The Department of Revenue has requested the development of an online service to process Income Tax extensions. The application is still in the development phase with internal and agency testing occurring parallel to development. Completion is expected in mid February.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License
Alabama Department of Public Safety	<ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	<ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification
Alabama Secretary of State	<ul style="list-style-type: none">· Merchant Services

Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License
Alabama State Bar	<ul style="list-style-type: none">· Membership Renewal
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none">· Renewal of License· Licensee Verification
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none">· Alabama State Portal
Alabama Department of Insurance	<ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals
Alabama Board of Nursing	<ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal
Alabama Real Estate Commission	<ul style="list-style-type: none">· Instructor License Renewal
Alabama Department of Revenue	<ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax
Alabama Secretary of State	<ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	<ul style="list-style-type: none">- License Renewal
State Banking Department	<ul style="list-style-type: none">- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none">- Bartram Canoe Trail Reservations- Becoming an Outdoors Woman Registration- Outdoor Alabama Store- Hunt Outdoor Alabama
Alabama Department of Environmental Management	<ul style="list-style-type: none">- Waste Water Operator License Renewal
Department of Finance	<ul style="list-style-type: none">- Alabama InTouch (Constituent Notification)

Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	March 2004
Alabama Department of Revenue	Income Tax Extension Application	This service will allow taxpayers to file a request for income tax extension.	This application is in agency testing	February 2005

Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	February 2005
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IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application will allow HR professionals to register for continuing education classes.	This application is in development.	February 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in the pre-project planning phase.	February 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow	This application is in the pre-project planning phase.	April 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	January 2005
Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	March 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	October 2005

SERVICE REQUESTS

Service Request #59

Alabama Department of Public Health – Merchant Services for Home and Community Health

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The Alabama Department of Department of Public Health –Home and Community Health Merchant Services system is at no cost to the Alabama Department of Public Health.

Service Request #60

Alabama Department of Public Health - Merchant Services for Children's Health Insurance Program (CHIP)

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The Alabama Department of Department of Public Health –CHIP Merchant Services system is at no cost to the Alabama Department of Public Health.

MONTH IN REVIEW

Total January AI Network Transactions:	180,956
Average Successful Request per Day:	5,837
Total January alabama.gov Visitors:	284,188
Total January alabama.gov Page Views:	1,041,670
Total January alabama.gov Chats or Offline Messages from Live Help:	637

OPERATIONS & ADMINISTRATION

Feedback from AT&T and NIC Solutions staff regarding continued monitoring and upgrading of the new data center provides a positive impression of the center and the quality of service we will be receiving.

OTHER BUSINESS/IN CLOSING

If the month of January is any indication, 2005 will undoubtedly see be an exceptional year for the State of Alabama, especially for eGovernment. With a wealth of new requests, and the search for new, cutting-edge services, AI looks forward to working with the eGovernment Technical Review Committee and the State to further the State's intuitive.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis